



# Q WEST CAR PARK MANAGEMENT POLICY

Q West, Great West Road, Brentford, Middlesex. TW8 0GP

Issued: April 2025



# INTRODUCTION

## **The Combined Services Provider Ltd (CSP) have been appointed by Workspace Group to provide Car Park Management Services at designated locations throughout its portfolio.**

Working in partnership, both parties have set out to implement a car park management solution, embracing the latest technology, to provide a positive experience for all customers, visitors and car park users.

The car park management solutions are designed to be as user friendly as possible, using either Automatic Number Plate Recognition (ANPR) cameras at each entrance/exit of the car park, mobile parking attendants monitoring the use of the car park, or a combination of both. The overall aim is to ensure that each car park is well managed and provides parking facilities for Workspace Customers and their visitor's needs.

Workspace and CSP will strive to improve the car parking environment and the professional way in which the car parks are run. CSP's chosen management providers are members of the British Parking Association (BPA) and Approved Operator Scheme (AOS).

The purpose of this Car Park Management Policy is to clarify the parking arrangements, regulations, restrictions and enforcement for the benefit of its users including but not limited to Workspace staff, Customers, Visitors and Contractors.

This policy is applicable at the following Workspace managed property:

### **Q West**

Great West Road  
Brentford  
TW8 0GP

The parking restrictions and regulations detailed within this document applies to the owners of all motor vehicles using the Car Park located at the above address and are enforced 24 hours a day, 365 days a year.

Workspace Group and CSP reserve the right to amend this Car Park Management Policy at any time.

### **CSP Contact details:**

#### **The Combined Services Provider Ltd**

Unit 1, Abloy House  
Hatters Lane  
Croxley Business Park  
Watford  
WD18 8AJ

Phone: 020 3780 3070

Email: [workspace@gotocsp.com](mailto:workspace@gotocsp.com)

Web: [www.gotocsp.com/workspace](http://www.gotocsp.com/workspace)

### **Car parking provision**

The Car Park facilities located at the car park stated above consists of the following:

Category	Spaces	Allocation	Space numbers	Colour code
Blue Badge Holders	1	For Blue Badge Holders only	30	Blue
Permit Holders	40	For Permit Holders only	1-29, 36-46	Red
Visitors	4	30 minutes free of charge Visitor tariff thereafter	31-34	Green
Motorcycles	1	For Motorcycles and Scooters		Amber

A map of the car park layout is provided on page 1 and outlines where each category of spaces is located.

# CUSTOMER PERMIT PARKING



**If Permit Parking is in operation at the car park listed on page 2 of this policy, owning a Permit to park at the car park will provide the owner with the ability to park their registered vehicle\* within their designated permit space(s) 24 hours a day for the full term of the permit, as specified in this Car Parking Policy.**

Full details are provided within the Policy forthwith.

### To express an interest in obtaining a new permit

Customers should contact CSP either via email to [workspace@gotocsp.com](mailto:workspace@gotocsp.com), detailing your company information and unit number, or via the web on [gotocsp.com/workspace](http://gotocsp.com/workspace) and completing the online application form, or by telephone on 020 3780 3070.

In the event that demand exhausts supply, then Customers will be placed on a waiting list held by CSP. As and when spaces become available, CSP, on the approval of the Workspace Centre Manager, will contact the person at the top of the list who will be given the option to purchase a Permit. Workspace Customers will be given priority.

Car Park Permits are only valid at the applicable Workspace Centre chosen at the time of purchase. The vehicle details for each permit will be uploaded to the parking management system and approved for use of the applicable car park in the allocated permit bay.

Once issued with a Permit, holders must only park within the space specified at point of purchase.

If no specific space is allocated, then Permit holders should park in any of the spaces designated for Permit holders within the car park.

### Permit charges

Income from Permit parking charges covers the management cost of operating and maintaining the car parking system as well as for future car park improvements.

In agreement with Workspace, the annual permit costs will be as shown below. This is to be paid monthly in advance by Direct Debit. If payment is not received, then the permit will become invalid, the registered vehicle removed from the system and no longer entitled to parking in the allocated permit bay. The available permit space will then be offered to the person at the top of the waiting list.

**Annual Permit £1,500 + VAT**

### Permit notes

1. All permit fees are exclusive of VAT.
2. Permits will be issued with a minimum term of three months.
3. Following the minimum term, permits can be cancelled with 1 months' notice by CSP.
4. Any space allocated to a Permit Holder can be amended to an alternative space with 30 days' notice by CSP.
5. The annual cost of the Permit can be amended by CSP in agreement with Workspace by giving Permit Holders 1 months' notice. Any change will become applicable to existing Permit Holders on 1st April each year.
6. Frequent misuse of the Car Park by a Permit Holder may result in the Permit being cancelled.

\* Up to two differing registration plates can be allocated to the permit at any one time, and a maximum of three registration plates for the duration of the permit term.

### **Permit Holder Vehicle Registration Scheme**

Permit Holders are permitted to register a maximum of two vehicle registration numbers (VRNs) as part of their Permit application provided that the second vehicle is a second family or business vehicle.

Permit Holders will only be permitted to use one of the registered vehicles per day.

It is recognised that Permit Holders may use other vehicles from time to time (for example – if their normal car is off the road). Therefore the Permit Holder may amend either of the vehicles registered. Any change of vehicle registration number (VRN) must be made online at [gotocsp.com/workspace](https://gotocsp.com/workspace)

Please note that a change of permit details may take up to 48 hours to process, therefore where possible, VRN information should be provided in good time.

Failure to notify CSP (by email to [workspace@gotocsp.com](mailto:workspace@gotocsp.com)) with updated VRN details in advance of the vehicle using the parking space will result in a Parking Charge being issued.

The designated Permit Holder spaces at the Car Park are shown in the map if provided on page 1 of this policy.

### **If your allocated space is taken**

In the event that another vehicle is parked in your allocated space, please park in a Visitor bay (you will not be charged), and then report the infringement directly to CSP via phone or email as per Page 2 of this Policy. Please provide the number of your allocated bay, the name that the Permit is held in and your contact number. CSP will investigate and issue a Parking Charge to the offending Vehicle owner.

### **Displaying Permits in windscreen**

If required and issued by CSP, please ensure that a valid parking permit is displayed clearly in the windscreen at all times.

### **Cancelling a Permit**

In the event of a request from a Customer to cancel their Parking Permit, whilst remaining a Customer of Workspace, then 1 months' notice must be given via email to [workspace@gotocsp.com](mailto:workspace@gotocsp.com)

**The Direct Debit must be cancelled by the Permit Holder.**



**If visitor parking is in operation at the car park listed on page 2 of this policy, all visitors to the Car Park may only park in the designated visitor bays. These are displayed via the local signage and/or detailed on the parking plan on page 1.**

### Free 30 minutes parking

To provide as much available space for our customers' needs, free parking is made available for the first 30 (thirty) minutes following arrival at the Car Park with an hourly and day tariff applicable thereafter.

### PaybyPhone

A PaybyPhone facility will be in place to make paying for visitor parking straight forward.

PaybyPhone can either be downloaded as an app (for iOS and Android), via the web [paybyphone.co.uk](http://paybyphone.co.uk) or via phone on **0330 400 7275**. Payment can only be made using debit and credit cards. The unique account number for this Car Park that should be quoted or entered at point of purchase is **801258**.

### Car Park tariffs

The visitor parking tariffs applicable are detailed in the table below. The visitor parking tariffs may be amended by Workspace and CSP at any time.

### Topping up credit

A visitor can choose to request to receive a text message letting them know when they are about to run out of parking credit. They can then top up their parking credit from their mobile should they need more time – there's no need to return to their car.

### Inform your visitors of parking restrictions

It is expected that Workspace Customers will inform their visitors prior to their journey that car parking cannot be guaranteed and will provide information on nearby parking options so that if required the visitor can allow sufficient time to find alternative parking prior to their attendance.

Visitors should also consider other forms of travel to Workspace sites and further travel information can be found at [tfl.gov.uk/plan-a-journey](http://tfl.gov.uk/plan-a-journey)

Workspace only has a finite amount of car park spaces and cannot guarantee there will always be space available. Therefore, if upon arrival a visitor cannot park within the visitor allocated spaces, they will need to leave the Car Park and find alternate parking elsewhere.



Visitor tariff	Conditions	Fee
Waiting period	30 minutes	FREE
Short Stay	0-2 hours	£4.00
Mid stay	Up to 4 hours	£7.00
Long stay	All day	£15.00

Fee shown is inclusive of VAT.  
Exclusive of PaybyPhone charge of £0.15p per transaction.

# OTHER PARKING ARRANGEMENTS

## Moving in/out

Any Customer who is moving in or out must request free parking authorisation by emailing [workspace@gotocsp.com](mailto:workspace@gotocsp.com) at least 48 hours in advance.

## Event parking

Requests for parking for organised events, seminars and conferences will be processed separately.

Organisers should forward their request via email to [workspace@gotocsp.com](mailto:workspace@gotocsp.com) and spaces will be allocated where space is available. Space availability to support such events will fluctuate at different times of the year and cannot be guaranteed.

## Disabled parking

All disabled parking spaces are reserved 24 hours a day 7 days a week for use by Blue Badge Holders. Only parking for Blue Badge Holders is free of charge for up to 3 hours.

Vehicle details must be registered with the Workspace Management team to ensure vehicle details are authorised. Failing to do so will result in a Parking Charge being issued.

To register your vehicle details please visit the main reception upon arrival.

Persons making use of these disabled parking spaces are subject to the same parking restrictions and regulations set out in this document.

## Motorcycle parking

Where available motorcycles may park free of charge in the designated motorcycle area as shown on the parking plan on page 1. Motorcycles parked outside of this area are subject to the same rules and regulations as other vehicle users as detailed in this Policy.

## Bicycle parking

The use of bicycles and storage of bicycles on the premises are not covered by this document.

## Deliveries

In order to support our customers, the Car Park management will accommodate the frequent deliveries to the Business Centre. As per visitor parking, a free 30 (thirty) minute period has been introduced. Any deliveries lasting longer than 30 minutes will:

- a) be required to use the PaybyPhone facility and purchase additional time if available at the site, or,
- b) if visitor parking is not in operation be issued with a Parking Charge.

## Contractor parking

In ad-hoc scenarios where a Workspace Customer maybe moving in or out of their unit, or where a contractor working on the premises requires parking for logistical purposes, these will (where possible) be accommodated via CSP.

All requests for contractor parking must be submitted at least 48hrs in advance of arrival and sent to [workspace@gotocsp.com](mailto:workspace@gotocsp.com). The following information is required:

- Nature of business
- Name of service providers company name
- Vehicle registration number, make, model and colour of vehicle
- Contact details (name, phone number, company name, email address and unit number).

All requests will be subject to the approval of centre management.

Any contractors not approved will be subject to the visitor parking tariff.

# PARKING REGULATIONS

## Parking restrictions

All users of the Car Park are expected to pay for their parking as per the applicable Car Park tariff detailed in this policy. The parking management system will accurately identify any vehicle that has not paid and will automatically generate a Parking Charge that will be sent in the post to the registered owner of the vehicle.

- Visitors parking over the grace period.
- Failing to purchase visitor parking via PaybyPhone.
- Permit Holders parking a 'non-registered' vehicle.
- Permit Holders parking in a space for which a permit is not valid.
- Any parking on double or cross-hatched yellow lines.
- Parking without a valid and visible disabled blue badge in a space dedicated for disabled users.
- Parking in a location which causes an obstruction for example, outside emergency exits, plant rooms or loading bays and main Car Park entrances/exits.
- Unauthorised parking in a reserved space or in an area clearly marked as temporarily or permanently allocated for use by visitors or, for example, in connection with maintenance on construction work.
- Parking other than in a designated space.

It is a requirement of the Car Parking Policy that all users strictly observe the above parking restrictions. This ruling applies to all areas within the Car Park. Contravention of these restrictions will lead to the issue of a Parking Charge.



## Parking regulations

These regulations apply to all users (Permit Holders, Visitors and approved vehicles) of the Car Park who are deemed to have read, understood and agreed to abide by them. Anyone contravening these regulations will be issued a Parking Charge.

- All motor vehicles parked in the Car Park listed on page 2 of this policy must have been permitted to use the facilities by either:
  - a) Purchasing a Car Park Permit
  - b) Making payment for Visitor parking
  - c) Being an approved vehicle.
- All vehicle users must comply with the highway code.
- All users must abide by the local traffic signs and notices within the Car Park (whether permanent or temporary) and any instructions given by parking attendants.
- The speed limit within any Workspace Car Park is 5mph and drivers must proceed with caution. This limit must be adhered to at all times due to the high volume in number of pedestrians.
- Vehicles must not tailgate the vehicle in front when entering or exiting the Car Park. This is dangerous and could result in damage to property, vehicles or persons. Where vehicles are caught tailgating, permits may be withdrawn and or vehicles banned.
- Motor vehicles must be parked in the appropriate designated parking area and in a clearly marked parking space. No vehicle must occupy more than one space.
- All information provided on applications for a Car Park Permit must be true and accurate. Where false information is found to have been provided, this will result in withdrawal of the permit.
- Permit holders must immediately inform CSP of any changes to their motor vehicle details (for example following the purchase of a new car)
- It is prohibited to park in a disabled space without a valid and visible disabled blue badge.
- It's prohibited to exceed the stipulated waiting time where parking waiting times are in force i.e. 30 minutes waiting time for visitors.
- It is prohibited to cause an obstruction
- It is prohibited to park on areas marked with either red or yellow lines (also identified on some paving and kerb edges) and/or cross-hatched areas

*Continued overleaf*



- It is prohibited to park in a location in which a notice prohibits any parking, for example outside emergency exits, plant rooms or delivery zones.
- It is prohibited to park in an area marked as allocated for use in connection with maintenance or construction work.
- It is prohibited to park outside of a designated parking space for example on grassed verges or pavements
- It is prohibited to transfer a Car Park Permit to another vehicle unless that vehicle has been registered through the Permit Holder Vehicle Registration Scheme.

### **Parking enforcement**

Workspace Management Limited (WML) have the authority to direct traffic within their centres, regulate entry to car parks, exercise control over parking and ensure compliance with the above car parking regulations.

WML empowers its Car Park Management Service Provider, to issue Parking Charges to motor vehicles parked in contravention of the parking regulations.

CSP will monitor the parking regulations and car park attendants are also empowered to issue Parking Charges to any motor vehicles parked in contravention of the parking regulations.

### **Parking Charge payment**

Payment should be made online at [www.totalparking.co.uk/online-payments](http://www.totalparking.co.uk/online-payments) by debit or credit card, cheque, postal order or direct bank transfer.

Payees should have the Parking Charge ticket number and credit/debit card details available. In the event of non-payment, additional charges will result from further action being taken. If applicable, this could also lead to the withdrawal of a Car Park Permit.

### **Crime prevention**

All vehicles are parked on Workspace sites at the owner's risk and neither Workspace or CSP accepts liability for the security of such vehicles. Most car crime is opportunist and can put thieves off with vigilance and taking the simple precautions:

- Never leave a car door unlocked or a window/sunroof open
- Do not leave any belongings on display in your car (lock them in the boot)
- If you have a Satellite Navigation device, ensure you not only remove the device but also remove any tell-tale ring mark from your windscreen
- Do not leave credit cards or cheque books in the glove compartment.

To help maintain a safe environment, persons should immediately report any suspicious persons or incidents to the Workspace Centre team and/or to the Police depending on the potential danger to the persons, private property, etc.

**Workspace**

Q West  
Great West Road  
Brentford  
TW8 0GP  
[workspace.co.uk](https://workspace.co.uk)

**The Combined Services Provider Ltd**

Unit 1, Abloy House  
Hatters Lane  
Croxley Business Park  
Watford  
WD18 8AJ  
Phone: 020 3780 3070  
Email: [workspace@gotocsp.com](mailto:workspace@gotocsp.com)  
Web: [www.gotocsp.com](http://www.gotocsp.com)